

Operating Your GSA Fleet Vehicle: Tools, Tips, and Partnerships

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What We'll Be Covering

- Care and Maintenance
- Vendor Management
- Resources



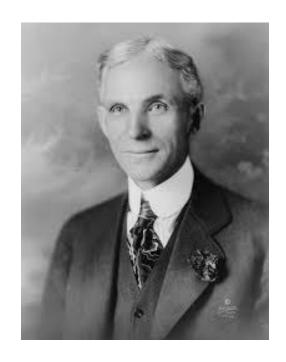
Motor Vehicle Management Goals

- ➤ Right Vehicle, Right Price, Great Service and the required data needed to effectively and efficiently manage a fleet
- Assist customers in improving overall management of the Federal Fleet



Partnering Towards Success

Federal Fleet Management Training



Henry Ford

"Coming together is a beginning; keeping together is progress; working together is success."



CARE AND MAINTENANCE



Vehicle Assistance Centers

- Maintenance Control Center (MCC)
 - 1-866-400-0411 (Option 1)
- Accident Management Center (AMC)
 - 1-866-400-0411 (Option 2)
- Available 6AM to 7PM CST
- Both are staffed by warranted contracting officers and vehicle repair professionals



Know Your Vehicle's Warranty

Federal Fleet Management Training

- Review the Owner's Manual, or call your FSR or the MCC to check on your vehicle's warranty coverage
- Take vehicles needing unscheduled repairs to OEM repair facilities whenever possible to take advantage of warranty

TIP: Write the date of when you picked up the vehicle on the "Guide to Your GSA Fleet Vehicle" in the glove box.



Roadside Assistance

Federal Fleet Management Training

Take advantage of OEM-provided roadside assistance whenever possible. IT'S FREE!

For a list of all OEMs and covered items, go to: gsa.gov/roadsideassistance

Any problems,
Call the MCC for assistance

1-866-400-0411 option1



- New e-Recall process launched January 2013
- Chrysler, Ford and GM are participating
- Provides us with record of all open and closed recalls
- Email notifications automatically sent to customers
- > OEMs still required by law to send recall cards
- > Tire recalls

Please complete all open recalls!



Preventative Maintenance (PM)

- Changed PM program in October 2012
- Goal was to save you time and money
- Shifted to the use of the Oil Life Sensor (OLS)
- Changed our PM schedules OLS Light or 12 months
- Send email notifications
- Automatically capture data on 60% of completed PMs
- PM Express



VENDOR MANAGEMENT



GSA's Vendor Management Goals are to:

- Reduce costs,
- Improve repair quality,
- Minimize vehicle down time, and
- Improve customer satisfaction by identifying and using the best vendors in a local market



What is GSA's Role?

- Provide support with vendor selection, as needed
- Review and authorize repair requests
- Ensure government receives fair and reasonable pricing
- Competitive procurement source selection
- Pay for repairs



What is the Agency's Role?

- Know if a vehicle is under warranty
 - If unsure, call your FSR or the MCC to check on warranty coverage
- Take vehicles under warranty to the dealer for repair
- > Have recall work completed as soon as possible
- Utilize GSA's preferred vendor network for best prices and service
- Make sure work was performed properly



What is the Vendor's Role?

- Call AMC before working on any collision or glass repairs
- ➤ Call MCC prior to beginning work on any maintenance repairs over \$100, and any battery or tire replacements
- Charge only for requested and required repairs
- Provide quality repairs



RESOURCES



- ➤ In the Glovebox
 - "Guide to Your GSA Fleet Vehicle"
 - Motor Vehicle Accident Reporting Kit
 - Includes SF91, SF94, Guidance and Phone Numbers
- With the Keys
 - Vendor Assistance Center card
- Quarterly Newsletter







Messaging During Special Events

- Special Event Examples
 - Drive Safely Work Week
 - Distracted Driver Awareness Month
- Use all available media to get the message out
 - GSA's Twitter and Facebook account, email, websites





- ➤ GSA Fleet Portal gsa.gov/gsafleet
- GSA Fleet DriveThru drivethru.fas.gsa.gov
- Can't find what you are looking for?
 - Email us with questions or suggestions at fleet.operations@gsa.gov



Get Help from a Live Person

- Fleet Service Representatives (FSR) (Your Primary Point of Contact)
- Accident Management Center (AMC)
- Maintenance Control Center (MCC)



Please Drive Safely

- Pay attention when you're driving
- Avoid distractions
 - Don't text
 - Don't talk on the phone
- > Always buckle up!



ANY QUESTIONS?

Contact GSA Fleet's Leasing Operations Division at fleet.operations@gsa.gov